

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 7,165,041 B1
APPLICATION NO. : 09/322073
DATED : January 16, 2007
INVENTOR(S) : Michael F. Guheen et al.

Page 1 of 2

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

On the Title page, References Cited item (56), U.S. Patent Documents:

Please insert the following references:

--6,249,769	06/2001	Ruffin et al
6,249,768	06/2001	Tulske, Jr. et al
5,958,012	09/1999	Battat et al
4,937,743	06/1990	Rassman et al--

On the Title page, References Cited item (56), Other Publications:

Please insert the following reference:

--Business Wire, "E-COMMS To Integrate Remote Management Capabilities With Computer Associates' Unicenter TNG; E-Commander Users To Benefit From The End-To-End Management Capabilities Of Unicenter TNG," 04 May 1998, Dialog file 20 #01538380.--

Column 51, Line 50:

Please replace "HTIML" with --HTML--

Column 78, Line 1:

Please replace "J)" with --f)--

Column 88, Line 5:

Please replace "should i set" with --should I set--

Column 89, Line 30:

Please replace "t)" with --f)--

Column 97, Line 23:

Please replace "j)" with --f)--

Column 107, Line 4:

Please insert: --However, some tools have problems with:--

Column 111, Line 51:

Please replace "j)" with --f)--

Column 121, Line 23:

Please replace "GOTO'S" with --GOTO's--

Column 138, Line 23:

Please replace "Event Data" with --Event/Data--

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Column 164, Line 30:
Please replace "EBCOPY" with --IBCOPY--

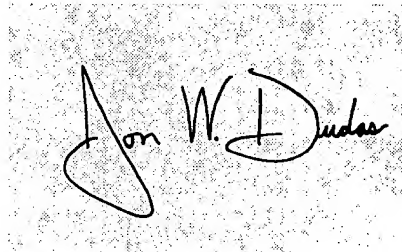
Column 166, Line 49:
Please replace "CMP" with --CMIP--

Column 217, Lines 29-39:
Please replace listed paragraph with the following:
--The customer relationship management component of the present invention, in operation 2302, provides static content and applications to people with similar preferences and business needs. Dynamic content is provided, as are applications, to people with similar preferences and business needs.--

Column 217, Line 56:
Please replace "FIG. 23." with --FIG. 79.--

Signed and Sealed this

Twenty-eighth Day of August, 2007

A handwritten signature in black ink, reading "Jon W. Dudas". The signature is stylized, with the first name "Jon" written in a cursive-like script, followed by "W." and "Dudas" in a more formal, slightly cursive font. The signature is placed over a light gray, textured rectangular background.

JON W. DUDAS
Director of the United States Patent and Trademark Office